

***Evergreen  
Performa400<sup>TM</sup>  
Processor Upgrade***

***Intel® Celeron<sup>TM</sup> 400 MHz***

***Frequently Asked Questions  
(FAQ)***

***Version 1.0, 08/31/99***

## ***Frequently Asked Questions***

### ***Compatibility***

**Q. How do I determine if my system is compatible?**

- A. The best way to determine compatibility is to analyze the components that make up your system. Having this information when you talk to our pre-sales team provides what they need to explain your upgrade options. You can find this system information several ways. Check the documentation that shipped with your system, or use a third party software program, such as SiSoft's Sandra available at <http://www6.zdnet.com/cgi-bin/texis/swlib/hotfiles/search.html>.

BIOS information is an important component of your system configuration. You can find the BIOS information on the first screen that appears during your computer's boot-up process. This information is vital to determining your compatibility.

If possible, include any service tag, serial number, or other vendor ID numbers found on the system

Here are some examples of vendor IDs that help Evergreen determine what upgrades are right for your computer:

- Acers have a DS.##.###.### number on the side of the outside case.
- AST's have a 50####-### number on the back of the machine.
- Compaq's have a RomPaq version that is displayed in the systems BIOS. You can find the RomPaq by hitting F10 at startup and looking on the system information screen.
- DELL's use the model name written on the case in combination with the BIOS String.
- Gateway's use the BIOS string listed during the boot process.
- IBM's use a machine model and a ####-### type number, usually located on the back of the system.
- Packard Bell's use the FCC number or the serial number. These may be found on the back of the machine or as part of the system documentation.

**Q. What systems work with the Evergreen Performa400 upgrade?**

- A. The Evergreen Performa400 supports most Slot1 Pentium II® or Celeron-based systems.

**Q. Why can't the Performa400 be used in a standard Pentium® based system?**

- A. The standard Pentium-based systems do not include a Slot 1 interface on the motherboard.

**Q: Why should I buy an Evergreen Performa400 when I can buy a new motherboard and processor for the same price?**

- A. A motherboard replacement is more time consuming and can be technically difficult for the average user. Furthermore, a motherboard swap may require reinstallation of the operating system and application software, which the Performa400 does not require. In addition, many brand-named systems have proprietary motherboards and therefore, cannot be upgraded.

**Q. Will it work with my software?**

- A. Yes. The Evergreen Performa400 is compatible with PC software. Furthermore, the CPU used in the upgrade module has been fully tested with Microsoft Windows®.

**Q. Can the Performa400 work in multiprocessor systems?**

- A. No, but it may work as a stand-alone CPU only in these systems.

**Q. Which microprocessor is used in the Performa400?**

A. The Evergreen Performa400 utilizes Intel® Celeron™ microprocessor. For more information on this processor, visit [www.intel.com](http://www.intel.com).

**Q. Will it fit in my system?**

A. The Evergreen Performa400 fits most desktop and tower systems. The physical dimensions are:  
Width: 5.0", 153.86mm  
Height: 2.80", 71.17mm  
Depth: 1.66", 42.34mm

**Q. Can I do the upgrade myself?**

A. Yes. The Evergreen Performa400 is designed to be installed by PC users. The installation guide contains easy-to-follow, illustrated, step-by-step instructions. If you prefer, a qualified technician at a computer dealer near you can install the Evergreen upgrade.

**Q. How do I remove the original Pentium processor?**

A. The Evergreen Performa400 comes complete with a step-by-step illustrated installation guide that includes instructions on how to remove the original processor. Your system manual may also provide information on removing the original processor.

***Performance***

**Q. What are the recommended system speeds for upgrading with the Performa400?**

A. Most 233 and higher MHz Pentium II processor-based systems can be upgraded to the Performa400 for a significant performance boost on all software.

**Q. Will the Performa400 run at full speed in my system?**

A. The Performa will run at full speed in systems that support a 66 MHz bus speed.

**Q. What performance improvement can I expect?**

A. The Performa400 performs like a new multimedia PC in older Pentium II processor-based systems. For specific benchmarks, visit <http://www.evertech.com/performa/400/performaperf.asp>

***Ordering***

**Q. What is the warranty for the Evergreen Performa400?**

A. Performa400 is covered by a three-year warranty.

**Q. How much does it cost? Where can I buy it?**

A. Contact Evergreen at 541.757.0934 or visit our web site at <http://www.evertech.com> for ordering information.

**Q. How do I contact the Customer Care Center?**

A. Evergreen offers technical support through our web site, email, fax, and telephone. We recommend using Email for non-critical issues.

Home Page: [www.evertech.com/support.html](http://www.evertech.com/support.html)  
Email: [techsupport@evertech.com](mailto:techsupport@evertech.com)

Phone: 541.757.7341  
Fax: 541.752.9851